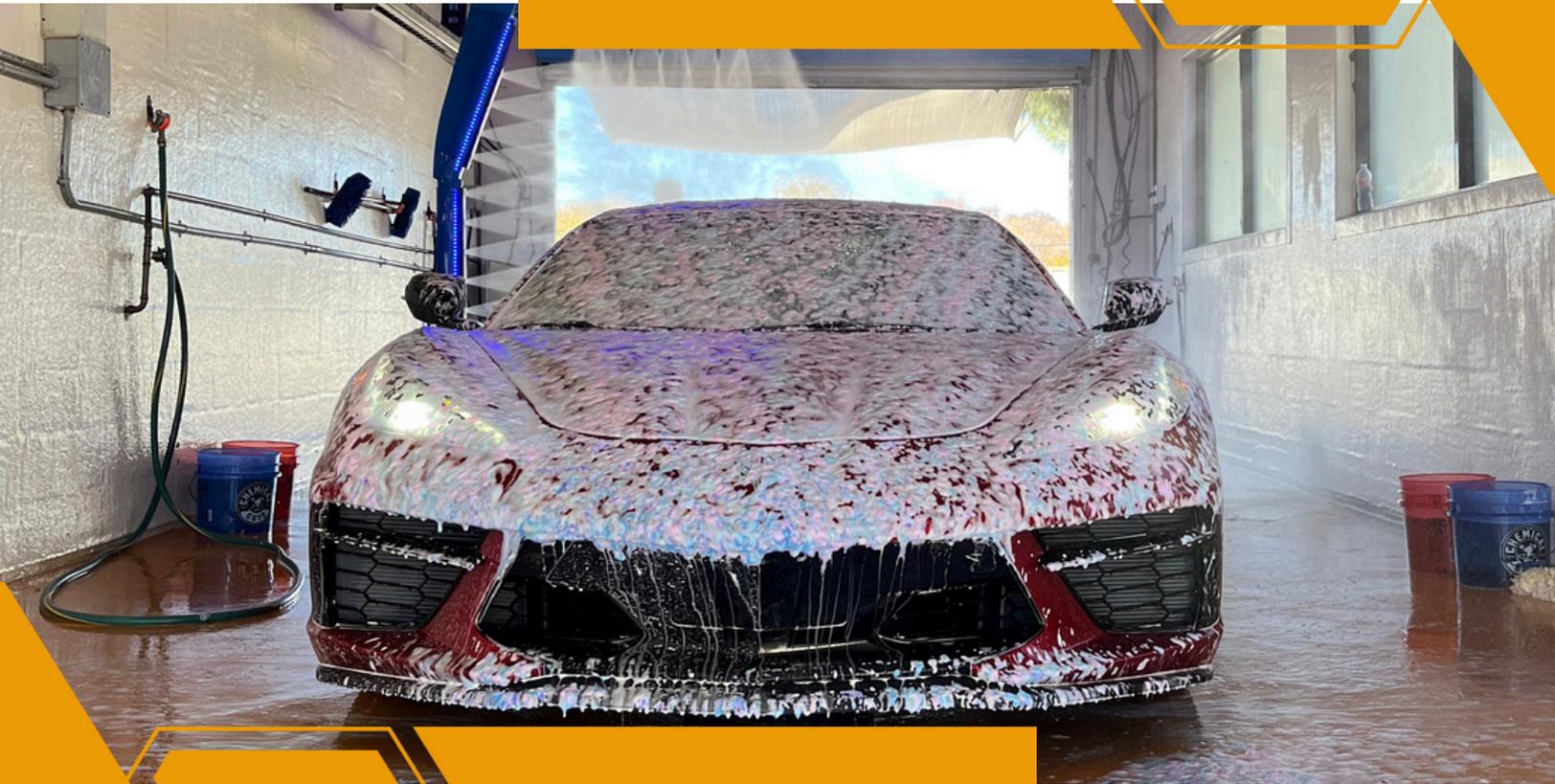




# EMPLOYEE HANDBOOK

Contains basic guidelines that must be understood by employees



# WHAT WE BELIEVE



## OUR MISSION

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We are a family-owned business that provides state-of-the-art car wash and detail services to our friends and neighbors at a reasonable price. The profit we make allows us to continue to improve our facilities and equipment, provide for our employees and give back to our community.

## OUR VALUES

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**Care Like Family** - Go The Extra Mile As A Team

**Show Pride** - Quality Work With A Smile

**Safety Always** - Safety Before Action

**Accountability** - Own Your Performance

**Drive Change** - Commit To Constant Improvement

**Dazzle!** - Create Memorable Customer Experiences

# HOW WE ACT

## 5 PILLARS OF EXCELLENCE:

### 1. CULTURE

Healthy teams working towards common goals TOGETHER.

### 2. QUALITY

Delivering excellent service to our guests, every time.

### 3. CUSTOMER SERVICE

Providing a pleasant experience & delivering wow moments for guests.

### 4. COMMITMENT

Work hard and commit to provide our guests with a clean vehicle.

### 5. INTEGRITY

Do the right thing, even when no one is watching.

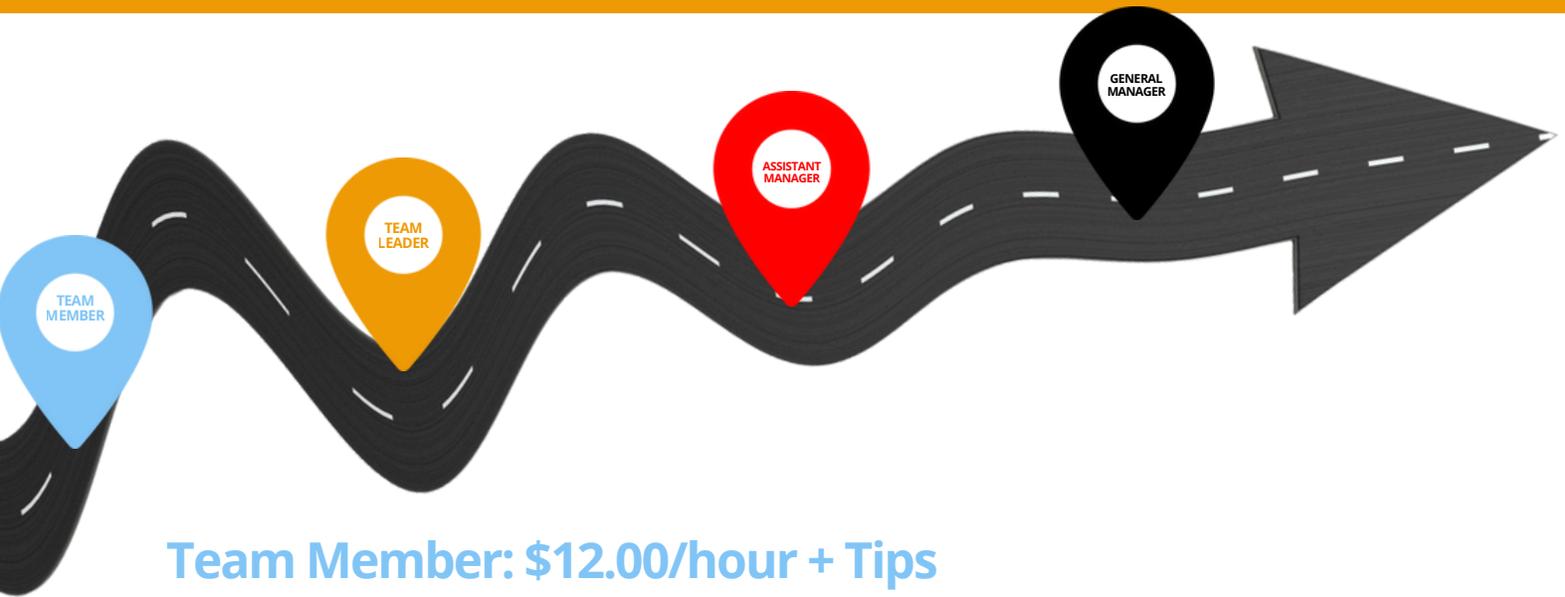
## OUR BRAND:



## IT MEANS SOMETHING

IF YOU'VE BEEN AROUND LONG ENOUGH, YOU KNOW THAT OUR VALUES & MISSION AREN'T JUST WORDS. AS A COMPANY, WE TRULY STRIVE TO LIVE THESE OUT DAILY. WHEN YOU SEE OUR LOGO, REMEMBER WHAT IT REPRESENTS AND REMEMBER THE IMPORTANCE OF LIVING OUT OUR VALUES ON A DAILY BASIS. THANK YOU FOR MAKING A DIFFERENCE DAILY.

# GROW WITH US



## Team Member: \$12.00/hour + Tips

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A Team Member is a front facing customer service position within Suds Up Hand Car Wash. Team members are responsible for prepping, washing, and drying vehicles. Team members are also responsible for cleaning and assisting with maintaining the location at which they are assigned for the day.

## Team Leader: \$13.00 - \$14.50/hour + Tips

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Team Leaders are essential members of the leadership team at each location. Team leaders serve as a support to location managers by helping to develop teams, assume administrative responsibility, and maintain the location. Team leaders serve as shift supervisors when managers are not on site.

## Assistant Manager: \$15 - \$18/hour + Tips + SB

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Assistant Managers strengthen a location by providing leadership support to the General Manager. Assistant Managers are responsible for team development and ensuring operational tasks and responsibilities are completed to maintain a high functioning location.

## General Manager: \$22+ /hour + Tips + PB

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General Managers are responsible for all team members and operations. They serve a vital role that has the responsibility of maintaining the facility, developing team members, and providing excellent customer service. General Managers uphold and enforce company policy and ensure that their team maximizes on operational capability.

# UNIFORMS

## Team Member

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### T-shirt \*Required\*



### Hat \*Optional\*



### Bottoms \*Required Must Be Solid Black or Gray\*



# UNIFORMS

## Team Leader

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**T-shirt \*Required\***



**Hat \*Optional\***



**Bottoms \*Required Must Be Solid Black or Gray\***



# UNIFORMS

## Assistant Manager

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**T-shirt \*Required\***



**Hat \*Optional\***



**Bottoms \*Required Must Be Solid Black or Gray\***



# UNIFORMS

## General Manager

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T-shirt \*Required\*



Hat \*Optional\*



Bottoms \*Required Must Be Solid Black or Gray\*

